

CONNECTICUT DISTANCE LEARNING CONSORTIUM
JOB OPPORTUNITY
TECHNICAL SUPPORT ASSISTANT MANAGER
UNIT IF APPROPRIATE

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Open To: The Public

Location: 85 Alumni Road, Newington, CT 06111

Salary: \$55,070

Closing Date: July 12, 2013

General Knowledge: Experience with ticketing systems; familiarity with IT Service Management and ITIL; strong customer service decorum; experience in collaborating across departments; experience in coaching and developing team members; assists in creating a customer-centric culture for all areas of responsibility and IT department; assists in the process of recruiting, retaining, coaching/training, and supervising 3rd party support center personnel; drafts quarterly surveys of clients to gauge customer satisfaction; reviews and monitors appropriate metrics and reports to ensure that team members and IT department are performing within agreed upon service levels

Preferred Skills and Ability:

Special Knowledge: Excellent customer service, oral and written communication and analytical skills, and a strong sense of accountability

Position Summary: Assists in the management of the day-to-day operations of the CTDLC Support Center; assists the Technical Support Manager in ensuring that client service levels are met by monitoring and reporting on coverage and activity levels; directs incidents to resolution; assists with coordination of problem resolution, and monitors and measures appropriate metrics; monitors calls and ticket queues for coverage, activity, and quality levels

Special Experience: Two (2) years' experience in supporting a help/service desk; experience with ticketing systems; familiarity with IT Service Management and ITIL.

Substitution Allowed: N/A

Eligibility Requirement: Associate's degree (Bachelor's preferred) in a business or technology discipline and a minimum of two (2) years' experience in supporting a help/service desk; must be available and reachable for emergency situations during business operating hours via cell phone; flexible schedule requires some evening and weekend hours

Apply: Interested and qualified candidates who meet the above requirements should submit a cover letter and resume at www.charteroak.edu/AboutUs/Employment by July 12, 2013. No phone calls, please.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.